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Make the most of your plan at myCigna.com

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Note: myCigna.com is continually evolving, and on-screen details may vary based on your current plan's coverage and benefits. You may also see details from previous Cigna Healthcare plans you've had. The screen images shown in this brochure are for example only.

Registration

Your first step is to register at **myCigna.com**. This will activate your myCigna account. You'll be asked to fill out information, including your Medicare number.

If you've already registered, simply sign in to continue.

All dependents need to re-register and create a new log-in with their new Medicare member ID, which is found on your new Cigna Medicare ID card. If they have a non-Medicare medical plan with a separate Medicare Part D plan, they may need to use two separate sign-ons (one for medical and another for pharmacy).

If you need help registering, please call our **myCigna Help Desk** at **I-800-853-2713** (TTY 7II).



Did you know?

You can access all the features of myCigna from your mobile device with the myCigna App. Download the free **myCigna App** to your smartphone or tablet to get started.

cigna		Cigna True Choice Core Medicare (PPO) <employer name=""></employer>
Name ID Health Plan Effective Date	John Q Public 88888888 (80840) <effective date=""></effective>	<pre><contract pbp(="" segment)=""> Part B Drugs [RxBIN <xxxxxx>] IRxPCN <xxxxxx>]</xxxxxx></xxxxxx></contract></pre>
No PCP Requi	red	[RxGRP <xxxxxxx>]</xxxxxxx>
No Referral Re	quired COPAYS	(IN/OON)
PCP	<\$xx>	Specialist <\$xx>
Emergency	<\$xx>	Urgent Care <\$xx>

Here's a tip: If you don't have your Medicare number handy, you may enter the number on the Cigna Healthcare ID card you received in the mail. Your Cigna Healthcare ID number, in addition to other requested information, will automatically look up your profile.



Home

When you sign in, your Home page will open first. The top-right corner of your Home page features a drop-down menu after your first name and a link to view, print or request **ID Cards**. This remains visible as you navigate through the site.



The bottom of every page features a gray bar that includes links to help you **Contact Us** and access **Popular Links** including **CignaHealthyToday.com**.

Contact 0s	Popular Links	Other Cigna Websites	Follow Us
Help with benefits & coverage:	Find Care & Costs	Cigna.com 🖓	🗾 in 🗗 🖸
1 (888) 281-7867	View My Claims and EOBs	Cigna Medicare 🗷	
Help using this website:	Find a Form	Cigna International 🕫	
1 (800) 853-2713			
Need additional help? Get in touch with	n us		
now			
Medicare Advantage + Part D Links	5		

To view the **Message Center**, click on **Messages** in the top-right corner of your Home page. If you have unread messages, you will see a red badge with the number of unread messages.

Messages can include savings tips, how to take advantage of extra benefits, and more.



Now that you're familiar with your Home page, let's look at where you can go by using your main menu.



Find Care and Costs

Find care and costs based on your city and zip code.



Use the blue buttons to find a doctor or facility. You can search for a Doctor by Type, Doctor by Name, Reason for Visit, or Health Facilities.

To find a pharmacy, click on Health Facilities.

Claims

View Claims within a certain time frame or search by **Claim Type**. Your claim details will show the service date, provider name, amount billed and amount paid.

Home Find Care & C	osts Claims 🔻	Coverage 🔻	Prescriptions *	Wellness 🕶		
Medical Claims	5					
New EOBs appear mo	onthly and include any clair	ms from that month.				
Ū						
View Claims Within						Download C
Prior Year				Bill	ed	Patient Responsibility
C Last 24 Months	Totals 47 clai	m(s) for year-to-dat	e	\$48	,528.07	\$590.31
 Custom Date Range 						
	Service Date	Patient	Provider	Bill	ed	Patient Responsibility
Claims For	10/06/2023	Jane Doe	Dr. Jane Doe	\$70	05.00	Not yet available
Jane Doe	Processed on	10/13/2023				
Claim Type						
Medical	Service Date	Patient	Provider	Bill	ed 74	Patient Responsibility
O Pharmacy	09/26/2023	Jane Doe	Dr. Jane Doe	\$95	5.74	Not yet available
	Processed on	09/30/2023				
	Service Date	Patient	Provider	Bill	ed	Patient Responsibility
	bervice Date	rauefit	FIOVIDEI	BIII	eu	Fauenc Responsibility

Download copies of your claims. You can see up to two years of your claims history and filter by claim type.

C						
Service Date	Patient	Provider	Status	Billed	Plan Paid	Patient Responsibility
5/26/23	Customer Name	Dr. Jane Doe	Processed	\$185.00	\$150.00	\$25.00
5/5/23	Customer Name	XRAY Provider	Processed	\$235.60	\$210.60	\$25.00
4/22/23	Customer Name	XRAY Provider	Processed	\$339.87	\$339.87	\$0.00
4/12/23	Customer Name	XRAY Provider	Processed	\$182.00	\$182.00	\$0.00
3/31/23	Customer Name	Dr. John Doe	Processed	\$207.28	\$207.28	\$54.02

Explanation of Benefits (EOB) documents will appear in this area. EOBs post monthly.

Explanation of Benefits (EOB)

Medical & hospital benefit claims processed between 2/1/23 - 2/28/23

Customer name: John Doe Customer ID: 00000000		Notice	Your Monthly Droscription Drug Summary
Amount charged	\$159.00	This is the an these claims.	For January 2023 This summary is your "Explanation of Benefits" (EOB) for your Medicare prescription drug coverage
Amount we approved	\$107.21	This total refle Cigna discour the provider c	(Part D). Please review this summary and keep it for your records. (This is <i>not</i> a bill.) Here are the sections in this summary: SECTION 1. Your prescriptions during the past month
What we paid	\$82.21	We paid \$82.	SECTION 2. Which "drug payment stage" are you in? SECTION 3. Your "out-of-pocket costs" and "total drug costs" (amounts and definitions)
What you may be billed*	\$25.00	This is the an pay our part c not a bill. If yo other health ca	SECTION 4. Updates to the pian's Drug List that artect drugs you take SECTION 5. If you see mistakes on this summary or have questions, what should you do? SECTION 6. Important things to know about your drug coverage and your rights

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Coverage

Under **Coverage**, you can choose Medicare-Medical or Medicare-Pharmacy. Depending on your coverage you may see other options in this drop-down list, including previous Cigna Healthcare plans you've had.

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Home	Find Care & Costs	Claims 🔻	Coverage T	Prescriptions •	Wellness 🔻
Important	Update: Coronavirus (CC	DVID-19) Coverag	Medicare - Med	dical deral Pub	lic Health Emergen L
			Medicare - Pha	rmacy	

- When you select the main coverage category, you'll be presented with sub-coverage categories for more details.
- Covered services display in-network and out-of-network copays, coinsurance and limitations (if applicable).

Covered Services and Your Share of Costs			
Your plan requires that some services be approved to be covered. Let Inpatient Hospital Coverage	arn about authorizations		
Skilled Nursing Facility (SNF)	Physician Services		
Home Health Care	Service	In-Network You Pay	Out-of-Network You Pay
Physician Services	Primary Care	\$0 copay	\$0 copay
Preventive Care	Telehealth Services - MDLIVE	\$0 copay For nonemergency care, talk with a	Combined with in-network
Diagnostic Services, Labs and Imaging		telehealth doctor via phone or video for minor illnesses 24 hours a day, 7 days a week	
Outpatient Services		Call 1-866-918-7836	
Emergency Care and Urgently Needed Services			

• The Medical page includes medical plan accumulators. If a deductible applies to the plan, then deductible accumulators would also be shown.

You are here	
1 You and the plan share costs	2 You pay nothing
You and the plan share the cost of covered services for medical and hospital services from Medicare providers until the <u>out-of-pocket</u> maximum is met. Out-of-Pocket Maximum Remaining: \$2,27965	When you reach the plan's out-of-pocket maximum, your plan pays 100% covered medical and hospital services from providers who accept Medica Certain covered services have limits or allowances. You continue to pay fo these services once the limit or allowance has been met.
Met: \$720.35	

Prescriptions

Use the drop-down list to view **My Medications**, **Switch to Home Delivery**, view **Orders and Balances** and access the **Price a Medication** tool to calculate costs based on your specific drug name, dosage, plan type, drug list, pharmacy and current coverage phase. The Price a Medication tool generates:

- Alternative drug options.
- · Important messages, including any restrictions.
- Out-of-pocket costs at local pharmacies versus costs using Express Scripts® Home Delivery.



When you click Price a Medication:

- Enter the name of the drug.
- · Select form/dosage.
- · Select days supply/quantity.
- You can see costs for different pharmacies and Express Scripts Pharmacy.

When you click **Switch to Home Delivery**, you can:

- Place a prescription home delivery order.
- Check the status of an order.
- Pay your balance online, and more.

Click **Show Math** for a specific pharmacy and you'll see a screen with cost estimates for each Medicare Part D phase.

sults for: TAB 75MCG Package (N/A) 30-Day Supply		Denton Drug Store			
		Levothyroxine Sodium (Tablets) Tab	olet 75MCG, 30 Tablets		
Express Scripts Home Delivery Pharmacy	30 Tablets	30-Day Supply			
(877) 860-0982	\$6.03	Stage 1: Yearly Deductible	Stage 2: Initial Coverage	Stage 3: Coverage Gap	Catastrophic Coverage
90-day Network Pharmacy - cover 90 day supplies as allowed by your plan	Est. Home Delivery Price	You have met the limit for this stare.	\$11.76	\$2.94	\$3.70
	Show Math	for the one time to any suggest	\$0.39/ day	\$2.10/day	\$0.12 / day
-499 Luce region any house of a save more with support about		You pay all costs for the covered drugs until the deductible is met.	You and the plan share costs until the total yearly drug costs are met.	You and the plan share costs until the total out-of-pocket costs are met.	The plan pays most of the cost for covered drugs. Catastrophic Cover continues through the end of the calendar year.
Denton Drug Store	2.2 mi				
17941 S Hwy 109, Denton, NC, 27239 (336) 859-2191	30 Tablets	Check your coverage details to help a	avoid unexpected out-of-pocket costs and see r	more info about your plan deductibles, availab	le health care accounts, precertification
	\$11.76	requirements, and other coverage inf	ormation.		

Cost estimates are calculated based on your specific plan design, drug list, pharmacy and current coverage phase. Your current phase will be highlighted in blue.

Wellness

Earn incentives for completing your yearly health check-up and other preventive care activities.

C healthcare				
Home Find Care & Costs Claims ▼ (Coverage - Prescrip	Wellness •		
Wellness				
Total Wellness Starts He	ere			
		4		
Get rewarded for completing simple wellness with Cigna Medicare Advantage Incentives.	s activities			
View Incentives C		P		
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Let's work together to bein you on your path to welln	229			
Let's work together to help you on your path to welln	iess.			
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Let's work together to help you on your path to welln Healthy Rewards* and Additional Resources Focus your wellness journey on the basics of healthy living. Food Exercise Exercise Topics Edit Topics Edit Topic hidden	Stress Weight		Sleep Prevention	¢zzZ
Let's work together to help you on your path to welln Healthy Rewards" and Additional Resources Focus your wellness journey on the basics of healthy living. Food Exercise Health Topics Edit 1 topic hidden Find out more about health and wellness conditions,	Stress Weight	ctions you can take to impre	Sleep Prevention	(zzZ
Let's work together to help you on your path to welln Healthy Rewards" and Additional Resources Focus your wellness journey on the basics of healthy living. Food Exercise Health Topics Eatt frapic hidden Find out more about health and wellness conditions,	Stress Weight	tions you can take to impre	Sleep Prevention	(z ^{z^z}
Let's work together to help you on your path to welln Healthy Rewards" and Additional Resources Focus your wellness journey on the basics of healthy living. Food Exercise Health Topics Edit I topic hidden Find out more about health and wellness conditions, Heart Health	Stress Weight lifestyle choices, and the a	tions you can take to impre-	Sleep Prevention ove your overall well-being.	(zzz

Access **Healthy Rewards**, a discount program available with your Cigna Healthcare Medicare Advantage plan. These discounts are extra savings outside of your standard plan coverage. Discounts are available on a range of health and wellness programs and services, including vision exams and eyewear, hearing aids and exams, alternative medicine and therapies, and more.

Find out more about health and wellness conditions, lifestyle choices, and the actions you can take to improve your overall well-being.

Help is here.

Call the **myCigna.com** Help Desk at **I-800-853-2713 (TTY 7II)**. If you have questions about your plan, call customer service at **I-888-281-7867 (TTY 7II)**, October I – March 3I, 8 a.m. – 8 p.m. local time, seven days a week, and April I – September 30, 8 a.m. – 8 p.m. local time, Monday – Friday. Our automated phone system may answer your call.

Did you know? You can access all the features of myCigna from your mobile device with the myCigna App. Download the free myCigna App to your smartphone or tablet to get started.

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I-888-28I-7867 (TTY 7II) myCigna.com

Healthy Rewards is a discount program. Some Healthy Rewards programs are not available in all states and programs may be discontinued at any time. If your health plan includes coverage for any of these services, this program is in addition to, not instead of, your plan benefits. Healthy Rewards programs are separate from your plan benefits. A discount program is NOT insurance, and you must pay the entire discounted charge. All goods, services and discounts offered through Healthy Rewards are provided by third parties who are solely responsible for their products, services and discounts. All savings amounts and provider counts are based on Cigna Healthcare data as of the date of publication and are subject to change. Actual savings may vary.

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